



JOHN ENGLER, Governor

**DEPARTMENT OF MANAGEMENT & BUDGET**

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MARK A. MURRAY, Director

December 16, 1996

**OFFICE OF ADMINISTRATIVE SERVICES  
ADVISORY MEMORANDUM NO. 97-2**

TO: All Offices

SUBJECT: Usage of the State Telephone System by State Employees

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In September, 1996, a new procedure was established to maintain control over the use of the state telephone system and at the same time, streamline administrative procedures by eliminating requirements for detailed telephone logs and validation of telephone bills. The following memorandum describes how this new procedure, *Administrative Guide to State Government Procedure 1210.13*, will be implemented in DMB. Administrative Services Letter Numbers 1-16 and 1-28 are now viewed as obsolete with the issuance of this memorandum.

Long Distance Calls

All DMB employees and contractors (on work site) should use the state telephone system and state issued telephone credit cards only to conduct official state business. The authorized exemptions to this policy allow personal long distance telephone calls for the following circumstances:

- Need to communicate unavoidable delays in scheduled work departures and changes in travel arrangements.
- For over night work trips, a brief call home is authorized each night.
- As authorized by their supervisor based upon the circumstances involved.

Local Calls

DMB employees and contractors (on work site) may use state telephones for personal local calls but such use should be kept to a minimum level.

Notifying Employees

All DMB supervisors are responsible for notifying employees reporting to them of this restriction on the personal use of the state telephone system and state issued telephone credit cards. It will be the responsibility of supervisors to enforce this procedure, recognize abuse, and provide corrective action.

New employees will receive notification of this procedure upon hire.

### Corrective Action

Employees who abuse this procedure will be subject to appropriate corrective action and will be required to reimburse the state for the unauthorized use. This reimbursement should be submitted to the OAS cashier, Norma Crowell, with documentation of telephone charges and index to be credited.

In addition, consideration should be given to disconnecting the long distance service on the employee's state phone and/or cancel the state long distance credit card assigned to the employee.

### Review of Telephone Bills

The detailed state telephone billings and state issued credit card billings will no longer be routinely distributed to program managers. Instead, the detailed billings will be maintained by OAS and be available for review upon request of the program manager. OAS staff will alert program managers of any questionable charges or suspected misuse.

The DMB internal auditor will periodically review these telephone bills on a random basis. This review will cover not only long distance usage but also the inventory of telephone equipment and services assigned to each program. The internal auditor will notify program managers of suspected misuse that violates this procedure.

### Precautionary Measures

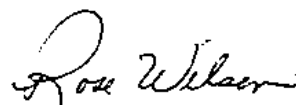
Whenever possible and cost effective, program managers should consider adjusting the state telephone service level to disable the ability to make long distance calls from work stations where there is no legitimate business needs to make such a call.

### Distribution of Memorandum

For your convenience, two copies of this memorandum have been provided. Please retain one copy in a central file for future reference. The other copy should be forwarded to those individuals within your agency responsible for daily administration of the subject activity.

Questions regarding this letter may be directed to the attention of John Putnam at 335-1567.

Your cooperation and adherence to this procedure will be appreciated.



Rose Wilson, Director  
Office of Administrative Services